

Chapter 5 - Report on Performance Measures: SFY 2001- 03 Homeless Families Plan

The overall purpose of performance measures in the Homeless Families Plan is to keep our focus on the ultimate outcome: helping families with children avoid homelessness or, if they are homeless, quickly regain and maintain housing stability.

The ultimate outcome is to help families secure stable housing.

Goal #1	Shelter Homeless Families.	Progress Report
Action Step	<i>Maximize use of Emergency Shelter Assistance Program (ESAP) resources.</i>	SFY 2001
Output Measures	<ul style="list-style-type: none"> Number of shelter bednights per year provided in ESAP shelters. Number of persons in families sheltered per year. Number of children in families sheltered per year. Average length of stay in one shelter. Number of families not sheltered. 	<p>1,220,097 bednights</p> <p>27,139 persons</p> <p>17,405 children</p> <p>24 days</p> <p>47,031 incidents of families being turned away from shelter, individual families counted multiple times if turned away from more than one shelter)</p>

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Goal #2	Return Homeless Families to Stable Housing	Progress Report
Action Step #1	<i>Use capital funds to develop and preserve emergency and transitional housing for homeless families with children (including facilities for survivors of domestic violence with children.</i>	
Output Measures	<ul style="list-style-type: none"> • Number of emergency shelter beds developed or preserved. • Number of domestic violence shelter beds developed or preserved. • Number of transitional housing units developed or preserved. • Number of domestic violence transitional housing units developed or preserved. 	<p>SFY 2001 0 beds SFY 2002 30 beds</p> <p>SFY 2001 32 beds/2 units SFY 2002 12 beds</p> <p>SFY 2001 32 beds/42 units SFY 2002 161 units</p> <p>SFY 2001 0 beds SFY 2002 4 units</p>
Action Step #2	<i>Use state general funds to provide rental assistance to return homeless families to stable housing and to provide operating subsidies to transitional housing facilities that assist families to move from crisis to stable, permanent housing.</i>	SFY 2001
Output Measures	<ul style="list-style-type: none"> • Number of households in families provided transitional housing per year. • Number of children in families provided transitional housing per year. 	<p>858 households</p> <p>1,889 children</p>

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Intermediate Outcomes	<ul style="list-style-type: none">• Number and percentage of families in transitional housing who leave to subsidized housing.• Number and percentage of families in transitional housing who leave to unsubsidized housing.• Number and percentage of families who have an increase in income from intake to exit.• Average length of stay in transitional housing.	35% - 253 families 46% - 326 families 39% - 261 families 5 months
Ultimate Outcome	<ul style="list-style-type: none">• Number and percentage of families who remain housed six months after exit from a transitional housing program.	71% - 636 families

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Goal #3	Increase Number Of Homeless Families Accessing Needed DSHS Services.	Progress Report
Action Step #1	<i>Reduce the time it takes homeless families not yet receiving DSHS services to get on assistance and to receive their first check (original Action Step)</i>	
Output measure (Revised)	Number of persons who receive DSHS assistance (economic) while they are homeless.	Monthly average # of homeless families receiving economic assistance: FY2001 = 461 FY2002 = 499, which was an 8% increase
Intermediate Outcome (Revised)	Number of days between the date the final application for assistance was submitted and the date the application was approved and the check was issued.	The time from application to approval and issuance was shortened between FY2001 and FY2002. The % of homeless families whose application was approved and check was issued within one week of the application increased from 43% to 49%. The overall percent issued within 2 weeks increased from 62% to 70%.
Action Step #2	<i>Provide additional coordinated DSHS services for long-term homeless families</i>	Analysis of the information gathered during the Homeless Families in Washington State study indicates that service delivery increases following homelessness. Report can be accessed online: www1.dshs.wa.gov/rda/reports/11miscellaneous/11%5F98.htm
Output Measure	Number of families who experience prolonged homelessness.	Number of homeless families on public assistance who remained homeless for a prolonged period of 90 days or more dropped from 1,077 (17% of homeless families on assistance) in FY01 to 821 (14%) in FY02
Intermediate Outcome	Number and type of DSHS services used by those families.	In FY2001, the 1,077 families on public assistance who were homeless 90 days or more received DSHS services from the following programs: Economic Svcs. – 100% Medical Assist. – 100%

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		<p>Children's Admin – 34% Mental Health Div – 24% Div of Alcohol and Substance Abuse – 21% Dev Disabilities Div – 3% Div Voc Rehab – 3% Aging & Adult Svcs – 1% Juvenile Rehab – 1% (Note: Families may be served by more than one program, so the percents total to more than 100%. Data on DSHS services from the Client Services Database for FY2002 are not yet released.)</p>
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Goal #4	Assist families likely to become homeless with maintaining stable housing.	Progress Report
Action Step # 1:	<i>Maximize use of state general funds to prevent or resolve homelessness in the ESAP and prioritize services to help non-TANF eligible families.</i>	SFY 2001
Output Measures	<ul style="list-style-type: none"> • Number of families provided homelessness prevention assistance per year. • Number of individuals in families provided homelessness prevention assistance per year. • Number of children in families provided homelessness prevention assistance per year. • Number of evictions prevented per year. • Number of families provided case management services. • Number of family housing plans developed per year. 	<p>8,628</p> <p>30,258</p> <p>36,013</p> <p>8,037 households</p> <p>5,936 households</p> <p>6,749 households</p>
Action Step #2	<i>Within funding limits, use DSHS Additional Requirements Emergent Needs (AREN) and Diversion Cash Assistance (DCA) grants to help families prevent or quickly resolve homelessness.</i>	AREN funds provided assistance to an average of 2,007 assistance units each month. DCA funds were dispersed to an average of 810 individuals each month for SFY 2001.
Intermediate Outcomes	<ul style="list-style-type: none"> • Percent of homeless families who received AREN or DCA grants AND • Remained housed for the six months following the AREN and DCA grant period. 	<ul style="list-style-type: none"> • Percent of homeless families who received AREN or DCA in FY2001 and remained housed within 6 months (based on last known housing status) was: <ul style="list-style-type: none"> • 91% of 1,253 in FY01 • 85% of 1,159 in FY02 • Of those families who were not initially homeless when they received AREN or DCA , the percent who remained housed was: <ul style="list-style-type: none"> • 94% of 1,854 in FY01 • 96% of 1,291 in FY02

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Action Step #3	<i>Within funding limits, use either AREN or DCA grants in combination with other DSHS coordinated services to help families prevent or quickly resolve homelessness.</i>	
Intermediate Outcomes	<ul style="list-style-type: none"> Percent of homeless families who received AREN or DCA grants AND Used services from DSHS Mental Health Division, Division of Alcohol and Substance Abuse, Division of Vocational Rehabilitation, or Aging and Adult Services Administration, AND Remained housed for the six months following the AREN and DCA grant period. 	<p>Out of 1,253 homeless families who received AREN or DCA, the percent receiving DSHS services in FY01 from selected programs:*</p> <p>MHD: 18% (n=229) DASA: 11% (n=141) DVR: 1% (n=18) AASA: 0% (n=2)</p> <p>Of these families, the percent that remained housed within 6 months of getting AREN:*</p> <p>MHD: 93% out of 229 DASA: 92% out of 141 DVR: 94% out of 18 AASA: 100% out of 2 families</p> <p>*Note: Some families may have received services from more than one DSHS program.</p>

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Goal #5	Generate new information on the way homeless or at-risk families use DSHS services, and the impacts of those services on their ability to regain or maintain stable housing.	Progress Report
Action Step #1	<i>Collect and analyze data and use those data to inform policy.</i>	Collecting and tracking data continues to present significant challenges. The homeless families report is a major step towards understanding the way homeless families use DSHS services.
Output Measure	Produce a report on homeless families, including information on the length of their homelessness and the DSHS services used.	Report completed – access online at: www1.dshs.wa.gov/rda/reports/11miscellaneous/11%5F98.htm
Action Step #2	<i>Analyze data collected in the DSHS survey of families living in emergency shelters.</i>	Completed: The data collected in the DSHS survey of families living in emergency shelters forms the core of the Homeless Families report.
Output Measure	<ul style="list-style-type: none"> • Produce a report and fact sheets on homeless families • Information on the length of their homelessness • DSHS services used • Barriers to DSHS services • Unmet service needs 	Completed: This data has been included in the Homeless Families report and data sheets, and disseminated to interested parties. It is available online at: www1.dshs.wa.gov/rda/reports/11miscellaneous/11%5F98.htm

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Goal #6	Improve DSHS Staff and Contractor Understanding of Homelessness and Participation in Homelessness Planning.	Progress Report
Action Step #1	<i>Keep DSHS staff on continuum of care planning groups</i>	DSHS staff continue to be active participants in continuum of care planning groups.
Output Measure	Percent of active continuum of care planning groups with DSHS participation.	Narrative indicates many CSOs maintain active participation in continuum of care groups.
Action Step #2	Train DSHS contracted chemical dependency and mental health treatment providers in factors leading to homelessness.	Training related to homelessness factors has been incorporated into ongoing training for contracted providers.
Output Measure	Number of contracted providers who are trained.	390 Chemical Dependency and Mental Health professionals, representing approximately 110 agencies, received training related to homelessness issues in 2001-2003.